

OCT-03-2003 FRI 05:07 PM LACASSE AND ASSOCIATES

FAX NO. 7038387684

P. 02

ARC920000101US1
09/768,458

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: Kraft et al.

Serial No.: 09/768,458

Group Art Unit: 3677

Filed: 1/25/2001

Examiner: Andre L. Jackson

Title: *Enhancing Sales for Service Providers by Utilizing an Opportunistic Approach
Based on an Unexpected Change in Schedule of Services (time, location)*

AMENDMENT

MS Non-Fee Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

H3/A
Signed
10/6/03
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OCT 06 2003

Sir:

In response to the outstanding office action of 7/3/2003, please amend the above-identified application as follows:

OFFICIAL

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P. 03

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In the Drawings:

None

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P. 04

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09/768,458

In the Specification:

None